



STATE OF CALIFORNIA

GRAY DAVIS, Governor

VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD

(Formerly State Board of Control)
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And Chairman

KATHLEEN CONNELL, Controller
State Controller's Office
And Board Member

DAVID ROSENBERG
Senior Advisor to the Governor,
Governor's Office
And Board Member

KELLY J. BRODIE
Executive Officer

March 30, 2001

Mr. Bion E. Gregory
Legislative Counsel
State Capitol, Room 3021, B-30
Sacramento, CA 95814

Dear Mr. Gregory:

Pursuant to Government Code Section 13969.2, enclosed is the 90-Day Processing Report from the Victim Compensation and Government Claims Board (Board). Section 13969.2 requires the Board to report, on a quarterly basis, if the 90-day average processing time for Board claims is not met. During the second quarter of Fiscal Year 2000-01, the Board's average processing time was 91 days.

Since becoming Executive Officer of the Board in December 1999, I have focused staff on eliminating the program's backlog, along with implementing a process redesign and reorganization effort. I fully expect that all of these efforts will result in improved service to crime victims and providers.

If you have any questions regarding this information, please contact me at (916) 323-3432.

Sincerely,

KELLY J. BRODIE
Executive Officer

Enclosure

cc: see attached distribution list #2

Barry D. Keene, Chairman, Victim Compensation and Government Claims Board (CVCGCB)
Kathleen Connell, State Controller, Member, CVCGCB
David Rosenberg, Senior Advisor to the Governor, Member, CVCGCB
Steve Hall, Deputy Executive Officer, Victim Compensation Program

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Mr. Bion M. Gregory
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Sacramento, CA 95814
(1 original)

Mr. E. Dotson Wilson
Chief Clerk of the Assembly
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Mr. Gregory Palmer Schmidt
Secretary of the Senate
State Capitol, Room 3044, E-22
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COPY OF LEGISLATIVE COUNSEL'S LETTER TO EACH OF THE FOLLOWING:

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LEGISLATURE--REVISED 06/28/00

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**VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD
(FORMERLY STATE BOARD OF CONTROL)**

**STATUS REPORT ON AVERAGE PROCESSING TIME FOR CLAIMS
UNDER THE VICTIM COMPENSATION PROGRAM**

Pursuant to Government Code Section 13969.2, the Victim Compensation and Government Claims Board (Board) submits the following report. Section 13969.2 requires the Board to report, on a quarterly basis, if the 90-day average processing time for Board claims is not met. During the second quarter of Fiscal Year 2000-01, the Board's average processing time was 91 days.

Background

The Victim Compensation and Government Claims Board (Board) administers the Victim Compensation Program (Program), which reimburses crime victims for certain pecuniary losses they incur as a result of a crime. The Program is supported by the Restitution Fund, which derives its revenue primarily from fines collected from violators of the state's criminal and traffic laws. In addition, the Program also receives federal funds for the payment of claims.

The Board has historically experienced a backlog of claims and bills pending an eligibility determination and/or payment of bills. In December 1999, the Board, including the Joint Powers counties (counties under contract with the Board that process claims at the county level), had a claim and bill inventory of 34,885. Of this number, 19,522 were over the statutory requirements set forth in Government Code Section 13962(b).

Between June and August 2000, the Board finished a significant reorganization of the clerical units, implemented a revised workflow process, and formed and piloted a separate Claims Review Unit that reviewed and made hearing recommendations on all claims processed by the Board's 12 claims processing teams. All of these changes, while intended to streamline the process and increase quality, temporarily led to an increasing inventory due to the learning curve as staff adjusted to them.

Average Processing Time

Month	Claim Inventory	Average Processing time
October	28,298 claims/bills	86 days
November	33,224 claims/bills	85 days
December	36,033 claims/bills	102 days
Total (2 nd Qtr, 2000/01 FY)		91 days

Effective July 1, 2000, the Program began to report processing time based upon the federal definition of claims processing time, which became effective October 1999 to provide a more accurate picture of the total elapsed processing time. This processing time is reflective of the time that matters most to a victim; the actual time that elapses between the date an application is received by the Program to the date the first payment is made. As the Board moved to this new definition, this change resulted in an immediate increase in reported claims processing time.

Plan for Improving Average Processing Time

The Board continues to implement process redesign and organizational change initiatives to continuously improve services to crime victims. In December 2000, the Board instituted mandatory overtime for all claims processing staff and continued overtime through February 2001. Additionally, in February, approximately 40 Board staff that currently work in other Board programs were temporarily redirected to claims processing and clerical duties. These efforts have resulted in the overall claim inventory being reduced from 36,033 in December, 2000 to approximately 15,000 active claims and bills, the lowest inventory of claims since the 1980's. However, it is important to note that while these efforts have finally resulted in the elimination of the program's backlog, the processing time for the third quarter of 2001 will be elongated as a direct result of staff's efforts being targeted on a daily basis to the oldest claims and bills. It is anticipated that beginning with the fourth quarter of Fiscal Year 00/01, the Board's processing time under the federal definition should be in compliance with the statutory requirements set forth in Government Code Section 13962.

The ultimate measure of the Board's success is determined by how timely we are able to provide compensation to eligible victims of crime. As the new Executive Officer of the Board, I am committed to providing timely financial assistance to California's crime victims. The Board's Fiscal Year 01/02 strategic plan identifies the reduction in processing time as Strategic Goal #1.

Additionally, the Board and its staff take great pride in having implemented many changes this past year and in reducing its inventory of claims and bills to the lowest levels in the Program's history. During the next year, we expect to see a continued reduction in our average processing time and to provide outstanding service to crime victims and the community that supports them.